

Phi Data automates Tempus Energielease field force automation with the Datalogic J Series™ Computers

The Datalogic J Series™ is the heart of the new system that connects Tempus Energielease's field force directly to the central office.

The working world is evolving towards a mobile world – a future trend that certainly includes sales and service staff, which naturally work on the road. Tempus Energielease, a regional organized junior company of Eneco Energie, is responsible for after-sales service, such as delivery and maintenance of heating, air-handling and domestic hot water systems. The systems are sold, rented or leased depending on the stipulated contract.

The maintenance staff is coordinated through a centralized subsidiary. In Schiedam, for example, over 90 people are responsible for field maintenance of the entire province of Zuid-Netherlands. There, they look after, repair and install over 300,000 central heating and hot water systems with an overall capacity of 13 kilowatts in private households. Certified as a SCIOS-company, they also inspect and maintain larger facilities with much higher volumes.

Phi Data was looking for a new system using a PDA to make processes more efficient, update data and reduce costs. The company needed a special hardware and software solution without telephony using the Datalogic J Series™. The advantage obtained by the Datalogic J Series™ is the easy connection to a TomTom navigation system and the ability to communicate via GPRS safely. Therefore, the company installed IMOS1-Software by TriOpSys on each Datalogic J Series™.



About one hundred vehicles in Tempus Energielease were then set-up with a GPS-receiver and Datalogic J Series™ vehicle cradles.

“In today's working situation every service technician is in direct contact with the main office in real time through an internet connection. All working times and material usage of the technician is created and completed on time.” Tempus general manager Frank de Vroed and plant manager Gaston Geerts evaluated the cooperation with Phi Data and Datalogic Mobile in a positive way: “It was definitely a difficult job to realize a smooth working application due to our complex needs,” states Gaston Geerts. He adds: “But the team of Phi Data demonstrated visionary action. On one side they always considered our wishes and needs, on the other side they had

to face practical implementation problems and some problems in the overall construction. The openness, flexibility and reliability of Phi Data helped us establish a good working collaboration which we would also appreciate in upcoming projects."

Practically limitless

Service technicians work locally in their home office and use a van as a mobile working and stocking area when in the field. The vans are loaded overnight by a specialized courier representing the supplying companies. The next day, the technician can rely on a fully equipped and loaded vehicle, ready to start his run.

The service technician day begins by turning on the PDA. The PDA is registered online via GPRS at the subsidiary's system in Schiedam. The computer transfers all new information directly to the PDA; e.g. any new material loaded or the upcoming delivery schedule.

After that, the technician checks if the materials loaded match with the data on the PDA and confirms this over a communication module to Schiedam. This confirmation activates invoicing to the supplier.

Then, the service technician connects his PDA to a TomTom-Navigation System. The first delivery route is immediately calculated and displayed.

When the order address and order number match, the date and time is automatically added so that the administrative effort is reduced to a minimum.

Any material removed by the technician is captured by the PDA. As soon as the commission is finished, the matching address and time data are communicated to the office in Schiedam. The technician can also make a note to fill up material if required. This material is directly removed from stock and prepared for shipping.

Phi Data is mobile

Tempus decided to automate their field force operation in 2002. "In the beginning, we used PDAs from another company, which are mainly designed for end users. However,

we soon realized that our work requirements were too demanding for them," as Tempus general manager Frank de Vroed and Gaston Geerts, plant manager in Schiedam, told us.

The Datalogic J Series™, on the other hand, provides secure and direct connection to the central office. Information regarding order management and processing, material consumption and working hours accounting are available to all the employees in the office as well as to the work force in the field. The information is updated automatically and is at everyone's disposal, no matter where they are in real time. The PDA also guides the field force to their next destination through connection to a TomTom navigation device.

The main benefits of the new system are more efficient processes, up to date data every time and everywhere, as well as cost savings.

Advantages in your hand

The powerful Datalogic J Series™ PDA with ergonomic design simplifies mobile applications in field force automation.

The integrated Wireless-LAN communication options make the Datalogic J SERIES™ highly flexible and provides the possibility of speech and data transfers. It offers today's standard technology features like Bluetooth® Wireless Technology, Wi-Fi Technology and GSM/GPRS, that can be adapted to an existing company network or to other mobile devices. USB and a RS232 interface enables serial communication.

The PDA is rugged, includes IP64 protection class and withstands multiple drops from 1.5 m onto concrete.

The large high visible 1/4 VGA 64K color display and backlight make it suitable for all lighting conditions. Moreover, the Datalogic J Series™ offers a touch screen and a handy keyboard which simplifies field force operation.